



July 15, 2021

Dear CPS Energy Customer,

Thank you for allowing us to serve your energy needs. We are reaching out to inform you about an upcoming project in your neighborhood to convert our existing overhead electric lines to underground lines for improved electric service reliability. We are undertaking this project because underground electric lines are generally less susceptible to damage and/or service interruptions due to storms, vehicles, trees, and animals than overhead lines. This enhancement to our infrastructure is meant to significantly improve the electric service we provide you and your neighbors.

We will install new underground facilities along the front of some properties. At this time, we don't anticipate accessing the easement on your property as part of this project. Engineering and construction personnel, including CPS Energy contractors, may need to perform on-site field assessments and activities near your property. We'll also make temporary spray paint markings on the ground identifying underground utility locations. As our work moves through your neighborhood, crews will ensure your property is returned to the state it was in when work began. If these activities require access to your property, our personnel will attempt to contact you before entering.

During this project, you may experience temporary power outages that are necessary for our field crews to perform their work safely. You will be notified by phone at least one to two business days before any planned outage to inform you of the outage start time and approximate duration. A notice with specific outage information will be placed on your door one day before any planned outage.

Please be sure we have the correct contact phone number and email to reach you. Log on to Manage My Account through cpsenergy.com or reach our Energy Advisors by calling 210-353-2222 to update our records so we can contact you in a timely manner with this important information.

If you have any questions or concerns about this project, please contact Rodrigo Cifuentes at 210-353-2790 or by email rhcifuentes@cpsenergy.com. Information about the project is available at cpsenergy.com/infrastructure. We appreciate your patience and understanding while we complete this work to serve you better.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian D. Bartos".

Brian D. Bartos, PE
Senior Director, Distribution Engineering